



Telephone Service Center Telenews

Twelfth edition

December 2005 - January 2006

New Instant Audio Conference Service

In November, Telephone Services started providing a new audio conference service to the Laboratory. This service not only offers more scheduling flexibility, but at a 70% lower per minute rate.

Special Interest:

- **Audio Conferencing**
- **Rate Reduction on Local & Domestic Calling**
- * **Cellular**
- * **Staff Changes**

Next Edition:

- **Web Teleconferencing**
- **Cellular Transition Update**

A one-time fee of \$25 will be charged for activating your Instant Audio Conference account. Once activated, you will be assigned a permanent meeting number with 20 available ports. You are only charged for the ports used during an audio conference. Your meeting number is available for use any time of day (24/7). You will no longer need to notify Telephone Services to set up your ongoing conferences. A toll free number is provided for callers within the U.S., and a **toll** number for international callers. Larger audio conference accounts can be set up, as needed. You must use your account at least once every 6 months or it will be automatically deactivated.

If you have concurrent meetings, or meetings billed to different project IDs, you will need additional toll free numbers. Each number will be billed to a separate project ID. You can order as many toll free numbers as needed. We do recommend using the same toll free number for a specific meeting or group.

Notifying audio conference participants will now be the requester's responsibility since meetings are no longer scheduled through Telephone Services. Upon initial set up, Telephone Services will provide the personal dialing information for the Host and a sample participant notification letter.

For additional information, visit <http://tscweb.lbl.gov/conference/audiomain.html>.

TSC Contacts:

- **General Questions-**
Telephone Service Center -7997
- **Acct. No. Changes -**
Terry Munoz -6434
- **Calling Cards-**
Terry Munoz -6434
- **Cellular Service/Equipment-**
Adams Lee -4966
- **Customer Billing-**
Rachel Norton -5674
- **Pagers-**
Rachel Norton -5674 or 7997
- **Repair-**
Telephone Service Center -7997
- **Telenews Comments or Suggestions-**
Janice Smith -5778
- **Telephone Adds/Moves/Changes-**
Linda Tripp-Sopher -6442
- **Voice Mail-**
Arwa Harvey -4848

Rate Reduction for Local & Domestic Long Distance Calling

Effective on January 24, 2006 rates were reduced for local and domestic long distance calling.

The first minute rate for local calling was changed from \$0.14 to \$0.11, a 21% reduction. Each additional minute remains at \$0.08.

The rate for domestic long distance calling was changed from \$0.15 to \$0.13 per minute, a 13% reduction.



SAM Assistance

SAM stands for Service Account Manager. SAM allows the financial person or business manager to change project IDs for IT charges. If you need to be added to the list of people allowed to change accounts or need assistance, please contact Mary Clary x4940 or Lesta Nadel x4670.

Web Bill Assistance

Webbill users are now able to view all Information Technology Division (IT) monthly charges, not just TSC charges.

Contact TSC @ 7997 for inquiries regarding TSC charges. For inquiries regarding other charges on the web bill, such as; computer, E-room, backups, Unix, printing, library, or miscellaneous IT, contact the Help Desk @ 4357.

How Does Blue to Orange Affect You?

As you are probably aware, AT&T Wireless (blue network) was bought by Cingular (orange network). All "blue" network cellular phones must be moved onto the "orange" network. In order to accommodate this move, all Cingular phones need to be exchanged for new equipment.

This is what you the user should expect:

- * no change in cellular phone number,
- * phone directory (address book) will be transferred for you,
- * three models of "free" phones to choose from,
- * new calling plans,
- * you will be contacted by TSC with transition information.

The estimated transition start date is March 1, 2006.

Q & A Corner

Q: What is the cost of dialing information (411, xxx-555-1212, etc.) from my cell phone?

A: \$1.50 per call plus associated airtime charges.

Q: Am I charged for receiving text messages on my cell phone?

A: No, there is no charge for receiving text messages, but there is a \$0.10 fee for sending.

TSC Says "Good-Bye" and "Hello"

Charlene Stovall Says "Good-bye" to LBNL

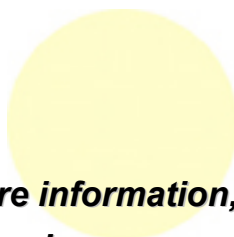
On January 5, 2006, TSC gave Charlene Stovall a retirement send-off. As many of our users know, Charlene was the contact for voicemail assistance. She has been with TSC for over 13 years. We all wish Charlene well in her life "after LBNL" adventures.

SBC's Loss is TSC's Gain

Arwa Harvey recently chose to leave SBC and join the TSC staff. She brings with her over 13 years of telecommunication experience which covers several areas; billing, sales, remote access technical support, and customer service.

Arwa is assuming responsibilities that were previously assigned to Charlene Stovall. These tasks include; voice mail support, maintenance of cable plant documentation, internal 911 data assurance, and customer support back-up for cellular service.

Next time you are visiting TSC, please stop by and welcome Arwa. Rumor has it, she loves chocolate!



***For more information, Visit TSC's
home page at***

<http://tscweb.lbl.gov/>